



COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF ENVIRONMENTAL AFFAIRS  
**DEPARTMENT OF ENVIRONMENTAL PROTECTION**  
ONE WINTER STREET, BOSTON, MA 02108 617-292-5500

ARGEO PAUL CELLUCCI  
Governor

TRUDY COXE  
Secretary

DAVID B. STRUHS  
Commissioner

DEFICIENCY LETTER

<< MERGE NAME  
AND ADDRESS >>

<< DATE OF LETTER >>

<<Re: Facility # MERGE >>

Dear Sir or Madam:

Thank you for returning your Environmental Results Program (ERP) compliance certification forms. We were very pleased with the overwhelming response to this new compliance program. Your participation in this program enhances the protection of clean air and water in your neighborhood while minimizing regulatory paperwork. We appreciate your contribution to protecting public health and the environment in Massachusetts.

In reviewing the certification packages, we found that some of the answers or information you provided appear incomplete or conflicting. Please review the indicated items on the enclosed copy of the form you submitted and make corrections on that form.

PLEASE NOTE: if your facility is connected to a sewer served by the Massachusetts Water Resources Authority [MWRA], you should not have answered any questions in Section III, Questions # 7, 8, 9, 10, 11, 12, 13, and 14. If your facility is connected to a sewer which is *not* served by MWRA, you should not have answered any questions in Section II, Questions # 4, 5, and 6. Refer back to your ERP Workbook for further information.

**To come into compliance you must now:**

1. **Make corrections directly on the enclosed copy of your certification form;**
  - 1.b. **Fill out and include any required Return To Compliance Forms**  
(you may copy the Return To Compliance form as many times  
as you need to use it);
2. **Sign and date a new certification statement, (also enclosed); and**
3. **Return all items above to DEP within 14 days of the date you receive this letter. Send these items to:**

**Department of Environmental Protection  
One Winter Street  
Boston, MA 02108  
ATTN: BWP Enforcement & Audits Unit.**

This letter does not constitute an official enforcement action, but it will be placed in your permanent facility file and DEP will use it in future compliance efforts and to target future inspections. Should you fail to

submit the required information after having received this letter, you may be subject to enforcement actions including financial penalties. Please be aware that in future years, enforcement actions may be initiated without prior Warning Letters or Deficiency Letters for failure to submit complete and accurate compliance certifications on time.

If you have any questions about ERP and its requirements, please call the DEP InfoLine immediately (617-338-2255 from the Boston area and out of state; 1-800-462-0444 from area codes 413, 508, 781 and 978).

Sincerely yours,

Kim Lisa Kreiton  
Director, Enforcement & Audits Unit  
Business Compliance Division

Enclosures:

Copy of facility's original certification package

New blank certification form for signature

New blank Return To Compliance form; copy as many times as needed



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WARNING LETTER

[ Name & Address - merge from database]

Dear Sir or Madam:

The Department of Environmental Protection (DEP) sent you a workbook and set of forms to be completed under the new Environmental Results Program (ERP). This package informed you that you were required to certify to DEP that your facility is operating in compliance with specific environmental standards. Also included was a *1997 Applicability Statement*, a copy of which is enclosed, which you were instructed to complete and submit to DEP if you determined that your facility was not subject to ERP.

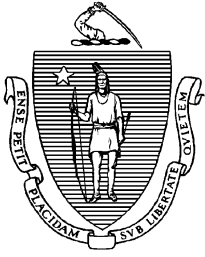
**The deadline for filing your certification form or non-applicability statement was September 15, 1997. According to our records, you have submitted neither to DEP as of this date. This means you are currently operating your business in violation of state environmental regulations. You must immediately submit the certification form in accordance with the instructions DEP previously provided to you. If you have determined that you are not subject to ERP, please return the 1997 Applicability Statement.**

Although this letter does not constitute an official enforcement action, it will be placed in your permanent facility file and DEP will use it in future compliance inspection targeting efforts. Should you fail to submit the required information after having received this letter, you may be subject to enforcement actions, including financial penalties. Please be aware that in future years, fines or penalties may be assessed automatically for failure to submit compliance certifications on time.

If you either misplaced or do not recall receiving the original mailing and wish to obtain a new package, or if you have any questions about ERP and its requirements, please call DEP InfoLine immediately (617-338-2255 from the Boston area and out of state; 1-800-462-0444 from area codes 413, 508, 781 and 978). If you have recently submitted your certification form or non-applicability statement, please disregard this letter.

Sincerely yours,

Kim Lisa Kreiton  
Deputy Director, Business Compliance Division  
Enforcement & Audits Unit



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**ENFORCEMENT WARNING LETTER**

Dear ERP Dry Cleaner,

Recently the Department of Environmental Protection (DEP) sent you a workbook and a "certification form" to be completed under the new Environmental Results Program (ERP). This package included a 1997 Applicability Statement which you were instructed to complete and submit to DEP if you determined that your facility was not subject to ERP. The deadline for submitting to DEP either the certification form or applicability statement was Sept. 15, 1997. DEP did not receive either the certification form or applicability statement by that date. DEP then sent you a WARNING LETTER informing you of your responsibility to respond. You were also sent an invoice requiring you to pay an ERP compliance fee.

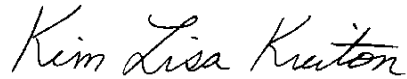
As of the date of this letter, DEP still has not received either a completed certification form or an applicability statement for your facility.

- **If you determine that your facility is not subject to ER P**, then you must submit the 1997 Applicability Statement by **January 30, 1998**, at which time your invoice will be canceled.
- **If you determine that your facility is subject to ER P**, then you must submit a completed certification form **immediately** in order comply with environmental regulations. **You may pay \$200.00, your ERP fee, when you certify, OR by January 18, 1998, the deadline stated on the invoice.**

**This letter constitutes the first step in the enforcement process.** If your facility is subject to ERP, and you fail to submit the required information after receiving this letter, you may be subject to enforcement actions, including financial penalties. Please be aware that in future years, fines or penalties may be assessed automatically for failure to submit compliance certifications on time.

If you either misplaced or do not recall receiving the original mailing and wish to obtain a new package, or if you have any questions about ERP requirements or your ERP fee, please call the DEP InfoLine immediately (617-338-2255 from the Boston area and out of state; 1-800-462-0444 from area codes 413, 508, 781 and 978). If you have recently submitted your certification form or 1997 Applicability Statement, please disregard this letter.

Sincerely yours,

A handwritten signature in cursive script that reads "Kim Lisa Kreiton".

Kim Lisa Kreiton  
Director, Enforcement & Audits Unit  
Business Compliance Division

# Environmental Results Program Year 1 Compliance Assurance Strategy Photoprocessors/Dry Cleaners

